
Mission

To provide the highest quality of service to Seminole County veterans and their dependents by ensuring full access to all available benefits in recognition of service to their country.

Business Strategy

Assist veterans/dependents with the Department of Veteran Affairs by filing claims for benefits to enhance the quality of life of Seminole County residents through the procurement of available educational, health care and financial assistance funded by various Federal government agencies. Other responsibilities include: making required visits to all shut-ins who are unable to travel to the County office, requiring staff training to better serve the clients, conducting speaking engagements to local civic groups, working with veterans' organizations within Seminole County and the State of Florida, and functioning as a liaison between those organizations and the Veteran's Services Group.

Objectives

Increase outreach visits which will provide information to veterans in nursing homes, hospitals, etc. Continue support to the Casselberry Veteran's Service Office.

Increase number of outreach visits and presentations made to veteran service organizations, i.e., Disabled American Veterans (DAV), American Legion, Paralyzed Veterans of America (PVA), Veterans of Foreign Wars (VFW), and to various other community agencies, providing information to members on the availability of benefits and the procedures to be used in applying for these benefits.

Increase number of contacts with recently discharged veterans; invite them to visit our office to discuss all benefits available to them upon completion of their military service; and work closely with Florida Jobs & Benefits offices to employ these veterans.

Increase amount of Department of Veterans Affairs (VA) dollars awarded to Seminole County veterans through upgrading disability claims as warranted and through assisting in the appeal process in the event of denials.

Performance Measures

	FY 01/02 Actual	FY 02/03 Estimated	FY 03/04 Projection	FY 04/05 Projection
Claims processed/services requested	14,503	16,500	18,500	18,500
Veteran client contacts	12,516	15,500	16,500	16,500
Outreach visits	647	675	650	650

Department:		COMMUNITY SERVICES			Seminole County	
Division:		VETERAN'S SERVICES			FY 2003/04	
Section:					FY 2004/05	
	2001/02 Actual Expenditures	2002/03 Adopted Budget	2003/04 Adopted Budget	Percent Change 2003/04 Budget over 2002/03 Budget	2004/05 Approved Budget	Percent Change 2004/05 Budget over 2003/04 Budget
EXPENDITURES:						
Personal Services	168,459	181,147	193,776	7.0%	208,685	7.7%
Operating Services	6,386	11,083	9,591	-13.5%	9,891	3.1%
Capital Outlay	768	0	0		0	
Debt Service	0	0	0		0	
Grants and Aid	0	0	0		0	
Reserves/Transfers	0	0	0		0	
Subtotal Operating	175,613	192,230	203,367	5.8%	218,576	7.5%
Capital Improvements	0	0	0		0	
TOTAL EXPENDITURES	175,613	192,230	203,367	5.8%	218,576	7.5%
FUNDING SOURCE(S)						
General Fund	175,613	192,230	203,367	5.8%	218,576	7.5%
TOTAL FUNDING SOURCE(S)	175,613	192,230	203,367	5.8%	218,576	7.5%
Full Time Positions	4	4	4		4	
Part-Time Positions	0	0	0		0	
New Programs and Highlights for Fiscal Year 2003/04						
The Veteran's Service Office will continue to focus efforts on increasing public awareness of the broadened Veterans Affairs benefits, specifically healthcare benefits and assistance with assisted living and nursing home care. In addition, staff will continue to provide presentations through the Speaker's Bureau to veteran and civic organizations.						
New Programs and Highlights for Fiscal Year 2004/05						
Capital Improvements	2003-04	2004-05	2005-06	2006-07	2007-08	
Total Project Cost	0	0	0	0	0	
Total Operating Impact	0	0	0	0	0	